

<b>Finance and Administration Cabinet STANDARD PROCEDURE</b>	<b>Page 1 of 1</b>
<b>ISSUED BY: Department of Revenue</b>	
<b>EFFECTIVE DATE:</b>	
<b>PROCEDURE: 6.10.2 (formerly KRC 10.7)</b>	
<b>SUBJECT: Governor's Correspondence</b>	
<b>Distribution Code(s): A, B, C, D</b>	<b>Contact: Ombudsman Office – 564-7822</b>

## **I. INTRODUCTION**

Periodically, representatives or liaison of the Governor's Office receive tax-related correspondence or inquiries from private citizens (taxpayers) that require a response from the Department of Revenue (DOR). This correspondence is referred to as "Governor's Correspondence" and is sent from the Governor's Office to the Office of the Secretary of the Finance and Administration Cabinet, then forwarded to the Department of Revenue's Office of the Taxpayer Ombudsman. The Office of the Taxpayer Ombudsman either responds to the inquiry or forwards to the appropriate taxing area for a response. The Office of the Taxpayer Ombudsman will include the preferred response time, signature requests, and other information relating to the correspondence with the request for response.

## **II. PROCEDURE**

1. The Office of the Taxpayer Ombudsman will assign the inquiry to appropriate Department of Revenue personnel for response and will also provide basic response instructions.
2. A copy of the response to the taxpayer must be forward to the Office of the Taxpayer Ombudsman by the date required in the instructions.
3. The Office of the Taxpayer Ombudsman will forward to the Governor's Office by the required due date a copy of the response (if there is no violation of confidentiality) or an acknowledgement that the correspondence has been handled.

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**NO STANDARD PROCEDURE MAY BE REVISED BY ADDENDUM, MEMORANDUM OR ANY OTHER MEANS OTHER THAN THOSE SET OUT IN STANDARD PROCEDURE #1.1 ENTITLED "CREATION, REVISION AND RESCISSION OF FINANCE AND ADMINISTRATION CABINET POLICIES AND PROCEDURES"**

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